

CONNECTIONS

An Advertising Supplement to FCW

technology

choice

A New
GSA Network
Services Program

flexibility



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Teldata Control • SDV Telecommunications • SOZA • Verizon Federal Network Systems

Say Hello to CONNECTIONS

—the New Name in Contract Convenience



Sandra N. Bates,
Commissioner,
GSA-FTS

On behalf of everyone at the U.S. General Services Administration's Federal Technology Service (FTS), I'd like to introduce you to CONNECTIONS—the new telecommunications contract that delivers outstanding customer choice and procurement flexibility.

CONNECTIONS gives you access to an impressive array of the latest equipment, support services and solutions for every element of the first and last mile of telecom infrastructure. And it's all available from a single, comprehensive source.

You can choose the most optimal packaging options, ordering procedures and outcomes to facilitate converged voice, data and video to meet your federal workspace requirements. You'll be able to place orders yourself or obtain assisted acquisition services from FTS for requirements development, statement of work preparation, cost analysis, project and funds management, and much more. FTS offers proven technical, acquisition, program and financial management expertise.

FTS is pleased to have assembled 17 highly regarded industry partners—more than 50% of which are small businesses. Our partners offer equipment from more than 400 top manufacturers, support services in more than 40 broad subcategories and infinite possibilities for telecom solutions.

CONNECTIONS gives you the flexibility to meet all of your needs, from small, one-time purchases to the most complex integrated solutions. CONNECTIONS also helps you easily keep pace with changing environments, requirements and innovations. When combined with our FTS2001 and local telecom services contracts, CONNECTIONS brings true end-to-end results to the desktop.

All of us at FTS welcome the opportunity to support your agency's mission. And we invite you to explore the new world of benefits, simplicity and choice available right now through CONNECTIONS.

Sincerely,
Sandra N. Bates
Commissioner
Federal Technology Service
U.S. General Services Administration

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CONNECTIONS

New Telecom Contract Delivers Premier Technology, Flexibility and Choice

A comprehensive new contract vehicle is making it easier than ever for agencies to fulfill their telecommunications infrastructure demands. CONNECTIONS—the government-wide acquisition package available now from Federal Technology Service (FTS)—was specifically created to save agencies time and money while conveniently linking them to today’s premier products and service providers.

CONNECTIONS is the first Network Services contract to feature such breadth and depth of telecom infrastructure offerings. From basic, one-time orders to highly complex, turnkey solutions, this single contract is every government buyer’s ticket to simplified acquisition.

“CONNECTIONS is a true one-stop shop,” said Margaret Binns, Assistant Commissioner for the FTS Office of Regional Services. “Through this contract, any agency can purchase telecom products, have them installed, arrange for maintenance, hire

consultants, receive upgrades and totally relocate equipment. Customers have unsurpassed flexibility.”

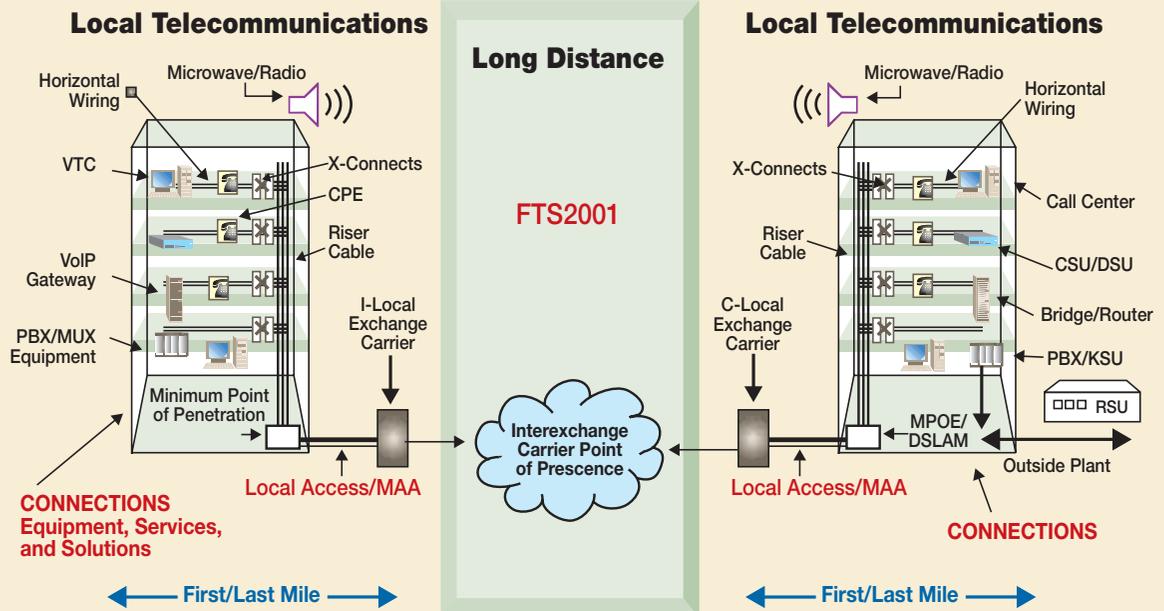
Currently, the geographic coverage of the contract extends to federal agencies located throughout the United States, including Alaska, Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands, Saipan and the remaining Northern Mariana Islands. Agencies may request services through the FTS headquarters in the Washington, DC metro area, and through FTS regional offices located throughout the country. FTS envisions future phases that will cover international and state-specific requirements.

Specializing in Choice

One of the most valuable benefits CONNECTIONS offers to government agencies is unprecedented choice, starting with the packaging options for the latest telecommunications infrastructure technologies and services. The CONNECTIONS contract is organized into three categories:

1. Equipment & Services
2. Support Services
3. Solutions

Network Services Programs



The categories feature every product and service an agency may need in relation to the first and last mile of voice, data and video communications infrastructure. And the offerings within each category are defined so buyers will always know precisely where to turn when a need arises.

To receive their products and services, agencies can consider 17 telecommunications vendors who already have completed FTS' full and open competition. These vendors are

among the preeminent companies in the federal procurement community.

FTS also awarded more than 50% of the contracts to small business companies. All of the companies in the contract have proven program management skills, as well as highly competitive products, services and pricing.

Adding Value With Assistance

CONNECTIONS offers customers a choice between assisted and self service. "Customers are always free to

choose the self-service option and handle the ordering, management and billing on their own," said Tom Howder, CONNECTIONS Program Manager. "But with the assisted-service option, we've created a new universe of simplicity that enables customers to get what they need while remaining focused on the day-to-day, mission-critical functions of their agencies."

In the assisted-services option, FTS places a CONNECTIONS order

CONTINUED ON PAGE 12

CONNECTIONS Categories

CONNECTIONS exceeds the scope and scale of any previous GSA telecom infrastructure contract offering. The contract vehicle provides customers with a large range of products and services to choose from in three categories for greater simplicity.

CATEGORY 1 Equipment & Services

- Voice, data, video
- Voice messaging
- Computer telephony and voice over IP
- Interactive voice response systems
- Wire, cable, inside plant and outside plant
- Microwave and trunked radio
- Supporting equipment
- Installation and maintenance

CATEGORY 2 Support Services

- Professional series—Program managers, system integration engineers, information assurance engineers, consultants, etc.
- Technical series—Project managers, operation systems managers, cable splicers, etc.
- E-Business series—Web architects, Webmasters, e-business engineers, etc.

CATEGORY 3 Solutions

- Voice and data communications
- Cable and wire management
- Video and video conferencing
- Billing and account management support
- Customer service and technical support
- Consulting
- Systems integration
- Installation and testing
- Operations support



EPS - Bringing Your Agency's Communication Strategies Into Focus

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EPS, a veteran owned small business, has over 20 years proven experience providing Equipment, Services and/or turnkey Solutions to the U.S. Federal Government - worldwide to both civilian and military agencies. EPS has earned a solid reputation in the assessment, design, engineering, development, implementation, operations, maintenance and management of integrated voice, data and/or video communication systems; security systems; and network infrastructure. No matter how simple or complex, EPS can provide the solution best suited to solve your agency's technological quandary. **Expert in IT, Telecom, Security, Infrastructure and System Integration.**

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Linking Agency Customers to Helpful Services

CONNECTIONS emphasizes choice—not only in the products and services customers can receive, but also in how they receive them. CONNECTIONS specifically incorporates both self- and assisted-service options in its design. The goal: to make life easier for customers without sacrificing quality.

Agencies using CONNECTIONS are free to choose the level of assistance they want from FTS during the fulfillment process. Customers can handle the entire process themselves, delegate every task to FTS or arrange for a combination of the two approaches.

“We’ve consistently heard from customers how valuable assisted services are in other procurement contracts, and how much time and trouble they save,” says Tom Howder, CONNECTIONS’s Program Manager. “So we made that feature one of the biggest priorities when we put together

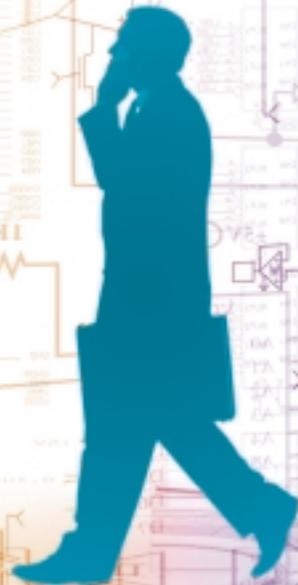
CONNECTIONS. As a result, this vehicle offers choices so customers can always get as much or as little help as they want.”

Customers can handle the entire process themselves, delegate every task to FTS or arrange for a combination of the two approaches.

work directly with the CONNECTIONS contractors to order telecommunications products or services, conduct the Fair Opportunity process and manage billing.

With CONNECTIONS assisted-service options, FTS assumes the role of the DAO on the customer agency’s behalf. FTS can gather project requirements, develop the statement of work, issue bids, evaluate responses, oversee the Fair Opportunity process, make awards, or handle any other activities associated with the ordering and delivery, while keeping the customer involved throughout the process. FTS also coordinates all negotiations, payments and billing arrangements with CONNECTIONS contractors. The customer agency, in turn, provides a funding document to GSA instead of paying the contractor directly.

“Through CONNECTIONS’ assisted services, we’re adding substantial value for our customers to complement the exceptional group of industry partners we’ve already assembled,” said Margaret Binns, Assistant Commissioner for the FTS Office of Regional Services. “These options deliver benefits like simplicity and convenience that are hard to overlook, considering the demands facing today’s mission-oriented buyers.” **C**



Assisted-Service Advantages

Through the assisted-services option of CONNECTIONS, FTS customer service representatives will work with agencies to provide:

- Assistance with identifying project requirements
- Support in developing the statement of work and other key acquisition documents
- Full understanding of the Federal Acquisition Regulation and the CONNECTIONS contract
- Delivery and Task Order negotiation
- Fair Opportunity compliance
- Support in account maintenance and vendor communications
- Simplified billing and payment

CONNECTIONS: GSA-FTS Contact Information

Delivering CONNECTIONS Where You Need Them

CONNECTIONS is now available for your telecommunications infrastructure procurements. To initiate a bid, or to learn more about the technology, choices and flexibility available through this new contract, simply contact FTS. Representatives are ready to help you get connected today.

Region	Office	Areas Covered
Central Office	Office of Regional Services	CONNECTIONS National Program Office
1	New England Region	ME, VT, NH, MA, CT, RI
2	Northeast Caribbean Region	NY, NJ, PR, VI
3	Mid-Atlantic Region	PA, WV, VA, MD, DE
4	Southeast Sunbelt Region	KY, TN, NC, SC, GA, AL, MS, FL
5	Great Lakes Region	MI, WI, OH, IN, IL
6	Heartland Region	NE, IA, KS, MO
7	Greater Southwest Region	NM, OK, AR, TX, LA
8	Rocky Mountain Region	MT, ND, SD, WY, CO, UT
9	Pacific Rim Region	CA, NV, AZ, HI, Guam
10	Northwest/Arctic Region	AK, WA, OR, ID
NCR	National Capital Region	DC, Montgomery/Prince George's counties in MD, Arlington/Fairfax/Loudoun/Prince William counties in VA, and cities of Alexandria, Fairfax, Falls Church, Manassas and Manassas Park in VA
FEDSIM	Federal Systems Integration & Management Center	Nationwide

* Contact information listed under local GSA Reps at: www.gsa.gov/connections

CONNECTIONS Awardees: Contact & Other Information

CONNECTIONS Industry Partners

Choose From the Best in the Business

Through CONNECTIONS, agencies can choose from an impressive array of telecom industry partners—more than half of which are small businesses. All of the awardees—listed here—offer proven skills, leading-edge products and services, and competitive prices.

Company Name	Point of Contact
A&T Systems	Robert Kornhauser
Booz Allen Hamilton	Nick Kuttner
CENTECH	Audrey Davis
Electronic Data Systems (EDS)	Ed Marble
Engineering & Professional Services (EPS)	Joanne DeFazio
Government Telecommunications (GTI)	Elise Dawson
Information Systems Support (ISS)	Paul Schapiro
M.C. Dean	Jim Brabham
Management Applications, Inc. (MAI)	Jim Zucharo
ManTech Advanced Systems International	Susan Siegel
NextiraOne Federal LLC	Paul Thurman
Omega Technologies, Inc.	Patricia Williams
SBC Federal Solutions	Jennifer DeWalt
Science Applications International Corporation (SAIC)	Amy Lee
SETA Corporation	Greg Townsend
Veridian IT Services, Inc.	Kelly Davidson
Verizon Federal	Pete Ball





Point of Contact	E-Mail Address	Phone #
—	—	(703) 306-6500
Michael Wade	michael.wade@gsa.gov	(603) 666-7606
Joe Graffagnino	joseph.graffagnino@gsa.gov	(212) 264-5052
*See Web Site	*See Web Site	*See Web Site
Richard Drab	dick.drab@gsa.gov	(404) 331-3048
Karen Vaughan	karen.vaughan@gsa.gov	(312) 886-3823
Tony Marion	tony.marion@gsa.gov	(816) 823-2178
Gilbert Jones	gil.jones@gsa.gov	(817) 978-4078
Pamela Young	pamela.young@gsa.gov	(303) 236-7323
Michael Safford	michael.safford@gsa.gov	(415) 522-4505
Carla Burns	carla.burns@gsa.gov	(503) 326-5677
Andr'e Speaks	andr'e.speaks@gsa.gov	(202) 708-6336
—	—	(866) 333-7461

E-Mail Address	Phone #	Category 1 (Equipment & Services)	Category 2 (Support Services)	Category 3 (Solutions)	Business Size	Web Site Address
cnxinfo@ats.com	(301) 384-1425	✓	✓	✓	Small	http://www.ats.com/
connectionscontract@bah.com	(888) 224-7041		✓		Large	http://connections.bah.com/gsasupport/bahconnections/ContractInfo.html
gsainfo@centech.com	(301) 585-4800	✓	✓	✓	Small	http://www.centech-gsa.com/
gsaconnections@eds.com	(703) 733-3006		✓	✓	Large	http://www.eds-gov.com/gsaconnections/
orders@epscorp.com	(866) 377-2666	✓	✓	✓	Small	http://connections.epscorp.com/
sales@govtel.com	(703) 631-5155	✓	✓		Small	http://gsaconnections.net/
issconnections@iss-md.com	(301) 896-0500	✓	✓	✓	Small	http://www.iss-md.com/
jbrabham@mcdean.com	(703) 802-6231 ext. 453		✓		Small	http://www.connections.mcdean.com/
gsa@managementapps.com	(703) 435-9110 ext. 3008		✓		Small	http://www.managementapps.com/?s=gsaconn
connections@mantech.com	(703) 218-8236		✓		Large	http://www.mantech.com/connections/
connections@nextiraonefederal.com	(866) 269-6963	✓			Large	http://www.nextiraonefederal.com/
pwilliams@omega-its.com	(703) 548-9886		✓		Small	http://www.omega-its.com/
connects@sbc.com	(703) 444-7750	✓	✓	✓	Large	http://www.sbcfeds.com/
gsaconnections@saic.com	(703) 676-0066		✓	✓	Large	http://gsaconnections.com/
connections@seta.com	(703) 827-7830		✓		Small	http://connections.seta.com/
kelly.davidson@veridian.com	(703) 205-2478		✓		Large	http://www.veridian.com/
vzgsaconnection@verizon.com	(877) 892-6663	✓	✓	✓	Large	http://www.verizon.com/gsaconnections

NETWORK
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MANAGEMENT

SYSTEMS
ENGINEERING

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APPLICATION
DEVELOPMENT

INTEGRATED LOGISTICS
SOLUTIONS

TRAINING

SECURITY

Omega Technologies, Inc. is a full-service provider of broadband connectivity, information technology, telecommunications and security solutions. Unlike some of our competitors, we realize that most of the users of our solutions are everyday people who don't have sophisticated technology certifications. That's why what's even more impressive than our repertoire of services is our commitment to serving our customer. We understand the Federal procurement marketplace and our professionals will work closely with you to design a solution that fits your needs, objectives, time frames and budget. Give us your toughest problems and we'll provide cost effective solutions that your tech folks will love and your non-tech folks will love you for providing.

For more information or to arrange an appointment, please contact Patricia Williams, President at (703) 548-9886 or send an email with your requirements to: info@omega-its.com

When to Make Your GSA CONNECTION

How do you know when you're ready for CONNECTIONS? From simple, one-time equipment purchases to intensive infrastructure changes, if your job concerns the first or last mile of telecommunications infrastructure, CONNECTIONS can get you what you need—all from one contract.

The following table highlights some examples of the projects, services and solutions available from the industry partners through CONNECTIONS. Examples could include planning, design, purchase, installation, maintenance, upgrades, optimization, operation, etc., either as an explicit requirement or as a fully integrated, managed solution. Contact your FTS representative for more information about CONNECTIONS' expansive offerings. You can also learn more about CONNECTIONS online at www.gsa.gov/connections.

Voice Communications

- PBX
- Wireless PBX
- Voice over IP (VoIP)
- Computer Telephone Integration (CTI)
- Microwave equipment
- Messaging system (voicemail)

Data Communications

- LAN installation
- Wireless LAN installation
- Messaging systems (unified messaging system)
- Microwave system installation
- Switches

Cable and Wire Management

- Installation of backbone cable
- Installation of station cable and wiring

Voice and Video Conferencing

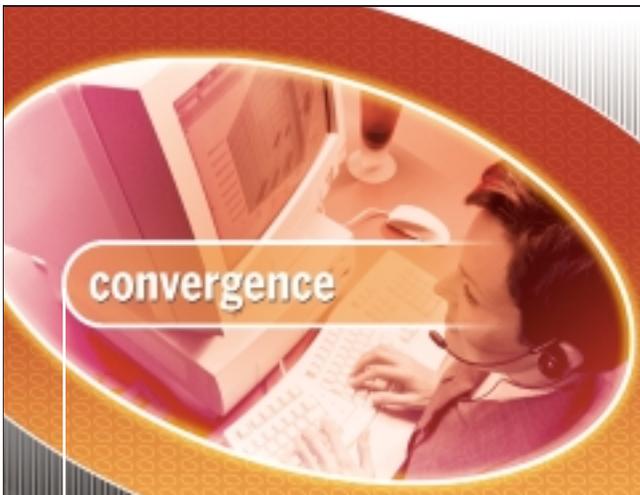
- Video conferencing to conference room/portable terminals/desktop
- Voice conferencing

Billing and Account Management Support

- Help an agency shift from centralized billing to direct billing
- Billing verification

Customer Service Functions

- Voice service
- Data service
- Video service



Convergence. It has all the issues of both. Traditional architectures for PBX and data networks don't adequately address the needs of a converged environment.

We have the expertise and experience to bring your voice and data networks into true convergence.

What Sounds Like Voice and Looks Like Data?

On January 28th, NextiraOne Federal was awarded a GSA-Connections Telecommunications Contract!

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Federal

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on the customer's behalf and can help gather project requirements, develop statements of work and manage every facet of the vendor relationship, including negotiating and billing. [You can read more about assisted- and self-service ordering options on page 7.]

With CONNECTIONS, agencies even have options for how they submit their orders: via fax, e-mail, phone or online.



Margaret Binns, Assistant Commissioner, Office of Regional Services, GSA-FTS

Built to Adapt

Flexibility is another hallmark of the new contract. CONNECTIONS was designed to provide any telecommunications solution at a competitive price, and to evolve with the demands of an ever-changing marketplace.

Specifically, CONNECTIONS has the capability to add new technologies and services at any time as government requirements and the market grow. The contract also makes it possible for existing industry partners to add

new subcontractors in order to expand the options and the quality of service available to agency customers.

"We built this contract vehicle to be as nimble as telecommunications technology and the marketplace itself," says Binns. "CONNECTIONS reacts swiftly to changes and adjusts on a project-by-project basis."

The categories feature every product and service an agency may need in relation to the first and last mile of voice, data and video communications infrastructure.

Start Making CONNECTIONS Today

Technology, choice, flexibility: bundled together, they form CONNEC-

TIONS, the new telecom infrastructure contract that's delivering unmatched simplicity for today's government buyers.

You can discover more about the value, benefits and specific details of CONNECTIONS on the Web at www.gsa.gov/connections or from your FTS representative listed online. 

Do I really need 1,000 switches, or do you just need to sell them?

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Innovative Enterprise Solutions

Objective advice to serve your agency's best interests. SETA can help. We can conveniently serve you through the GSA Connection contract. Visit our Connections Web Site (www.connections.seta.com) or contact Jeff Cummings at 703-821-8178 for more information.

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Your choice for integrated network solutions.

The Verizon Enterprise Solutions Group – Federal Markets has assembled a GSA Connections portfolio of products and services to provide cost-effective communications options in all three categories of the contract – equipment and services, support services and solutions.

Verizon's GSA Connections contract delivers:

- Data, Voice and Unified Messaging Equipment
- Converged Systems
- Video Equipment and Services
- Professional Services
- Custom Packaged Solutions
- Experienced and Dedicated Account Managers

As a proven provider of value-added services and technological expertise, Verizon works with your agency to help you benefit from a single contract that is easy to use.

For more information on GSA Connections (#GS-00T03AHD-0006), contact Verizon's GSA Connections Customer Service Center at 1-877-892-6663. verizon.com/gsaconnections

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Connecting to FTS Past and Future Pays Off Today for Federal Agencies

by Dr. John L. Okay

CONNECTIONS is the perfect name for the latest network services program to emerge from GSA's Federal Technology Service. This new contract provides access to switches, routers, wire, cable and other gear—plus technical services used to build or update an agency's telecommunications infrastructure.

But at another level, CONNECTIONS bridges the past and future of FTS network services to the benefit of all government agencies. Indeed, it's continuing FTS' tradition of creating and managing contracts for telecom products and services. And it's forging a ready path for agencies to embrace new technologies and meet changing requirements.

Connecting with the past. For years, agencies have used an alphabet soup of FTS contracts for telecommunications infrastructure procurement, including ASP, POTS, TMS, TSC2 and WACS. Those contracts provided access to an array of products, from desktop phones to a digital PBX—plus installation and maintenance services, and wire and cable installations to hook them all together. While all of those contracts have expired or will soon expire, CONNEC-

TIONS is more than filling the void as a single, convenient vehicle.

Connecting with the future. In a period of change and uncertainty, CONNECTIONS is linking agencies to robust, secure, 24x7 telecommunication solutions. Demand for increased connectivity is pervasive, driven in part by needs for greater interagency data sharing and the e-government push. Digital messaging devices and high-speed, inter-office links are becoming the norm. Circuit-switched services are giving way to IP-based technology. Wireless is replacing copper and fiber. CONNECTIONS supports it all.

Management practices are also changing. The increasing complexity of telecom requirements is driving more government managers to buy comprehensive solutions and contractor-operated systems rather than individual components.

Lighting the circuit. Today CONNECTIONS is like a fiber network with all of the hardware components properly installed. It has tremendous potential, but needs the associated business and operational support systems to deliver high quality service.

CONNECTIONS has the right components. Success depends on the quality of program management and operations. FTS shares with its contractors the job of making it easy for customers to do business through CONNECTIONS by streamlining the ordering and "fair opportunity" processes, by processing contract modifications quickly to ensure timely access to the best products and services, by communicating openly and often with all parties and by focusing on customer satisfaction every day. There's much at stake and every reason for the potential to be realized. **C**

Dr. John L. Okay is the President of J.L. Okay Consulting, Inc., based in Oak Hill, VA. Dr. Okay is the former Deputy Commissioner of GSA's Federal Technology Service.

CONNECTIONS is more than filling the void as a single, convenient vehicle.

PROUD TO BE A WORLD LEADER.

**EVEN PROUDER TO SERVE OUR
GOVERNMENT HERE AT HOME.**



SBC DataComm is now part of the GSA Connections program, a national, Indefinite-Delivery/Indefinite-Quantity, single contract vehicle. In fact, we're one of just six companies working in all three Connections categories—equipment, support services, and solutions. A data communications leader, we've provided innovative, scalable, and customized solutions to companies around the world. Now, along with our alliance partners, Bearing Point and Computer Sciences Corporation, we stand ready to do the same for you here at home. To learn more, call our Connections team at 1-866-SBC-FEDS or email us at connects@sbc.com.

GSA Contract Holder
FSS Contract GS01C0400000



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